



# CRS Customer: Account Access



Version 1.2 | December 19, 2019



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## CRS Application Access

This document will provide instruction on how to access the Commercial Registration System (CRS) application.

### 1) Accessing CRS from the ITD DMV Web Site

- The primary method for accessing CRS is by selecting the **DMV icon**, located in the menu ribbon at the top of the Idaho Transportation Department (ITD) website.
- When the Division of Motor Vehicles (DMV) page opens (<https://itd.idaho.gov/itddmv/>), click on the **Commercial Vehicle Registration icon** in the lower-right area of the screen.

The screenshot displays the Idaho Transportation Department (ITD) website. The browser address bar shows <https://itd.idaho.gov/itddmv/>. The navigation menu at the top includes HOME, DMV (highlighted with a red box), ROAD REPORT, BUSINESS, PROJECTS, BOARD, ABOUT ITD, CAREERS, and CONTACT US. Below the navigation menu is the "Division of Motor Vehicles" header. The main content area features several service tiles: "DRIVE IDAHO", "Star Card", "Drive Insured!", "LICENSE or ID CARD Online Services", "STAR CARD: Get yours by 10/1/20", "PASSENGER VEHICLE", "BUSINESSES and SUBSCRIBERS", "OVERSIZE/OVERWEIGHT PERMITS", and "COMMERCIAL VEHICLE REGISTRATION" (highlighted with a red box). The "COMMERCIAL VEHICLE REGISTRATION" tile lists services such as "NEW! Commercial Registration System (CRS)", "Register your commercial vehicle online", "IRP registrations", "Full fee and trailer registrations", "Hazard endorsement/waste permits", and "Temporary fuel and registration permits".

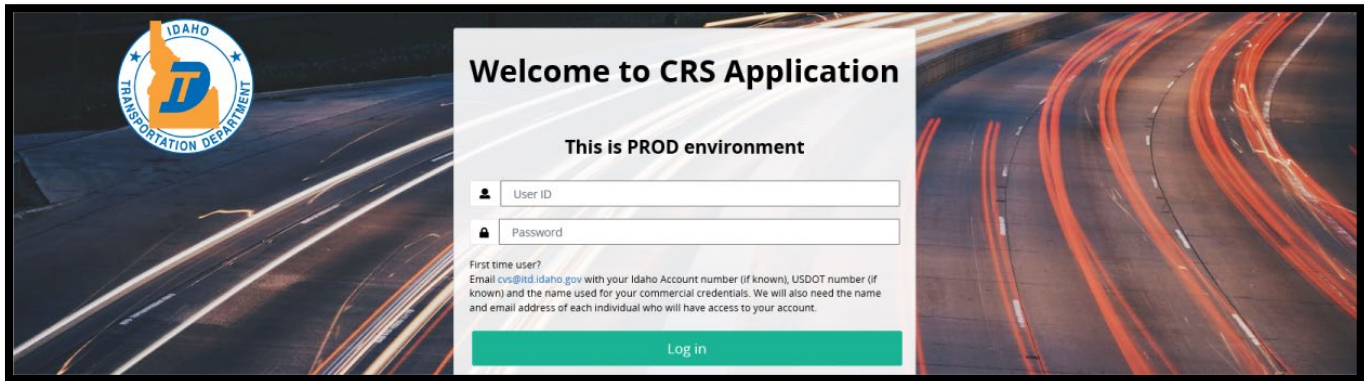
## 2) First-Time CRS Application Log In

- If a customer has not previously logged into the CRS system, the customer must contact ITD Motor Carrier Services at [cvs@itd.idaho.gov](mailto:cvs@itd.idaho.gov) to have their system access activated.
- The email should include your Idaho Account number (if known), USDOT number (if known), and the name used for your commercial credentials. The email also needs to include the name and email address of each individual who will have access to your account.
- Once the user account is created by ITD, two emails are sent by the Idaho CRS team. One email provides the User ID, and a second email provides a temporary password.
- Enter the **User ID** and **Temporary Password** provided.
- Select **Log in**.

- A **New Password** is entered and must be confirmed.
  - A password must be between 8 and 50 characters long, and cannot include your account number.
  - It must contain any three for the following [at least one: capital letter, small letter, numeric, special character from the following (!@%&+-?#\$^\*(){}[])].
- A **Secret Question** and **Secret Answer** is entered.
- Click **Proceed** to continue.

- When the password reset is successful, a blue message will appear at the top of the page.
- Click on the **“Click here for Login”** link.

- k) The Welcome to CRS Application screen appears. Enter the user ID provided and password chosen in Step 2e above.
- l) Select **Log in**.



**Welcome to CRS Application**

This is PROD environment

User ID

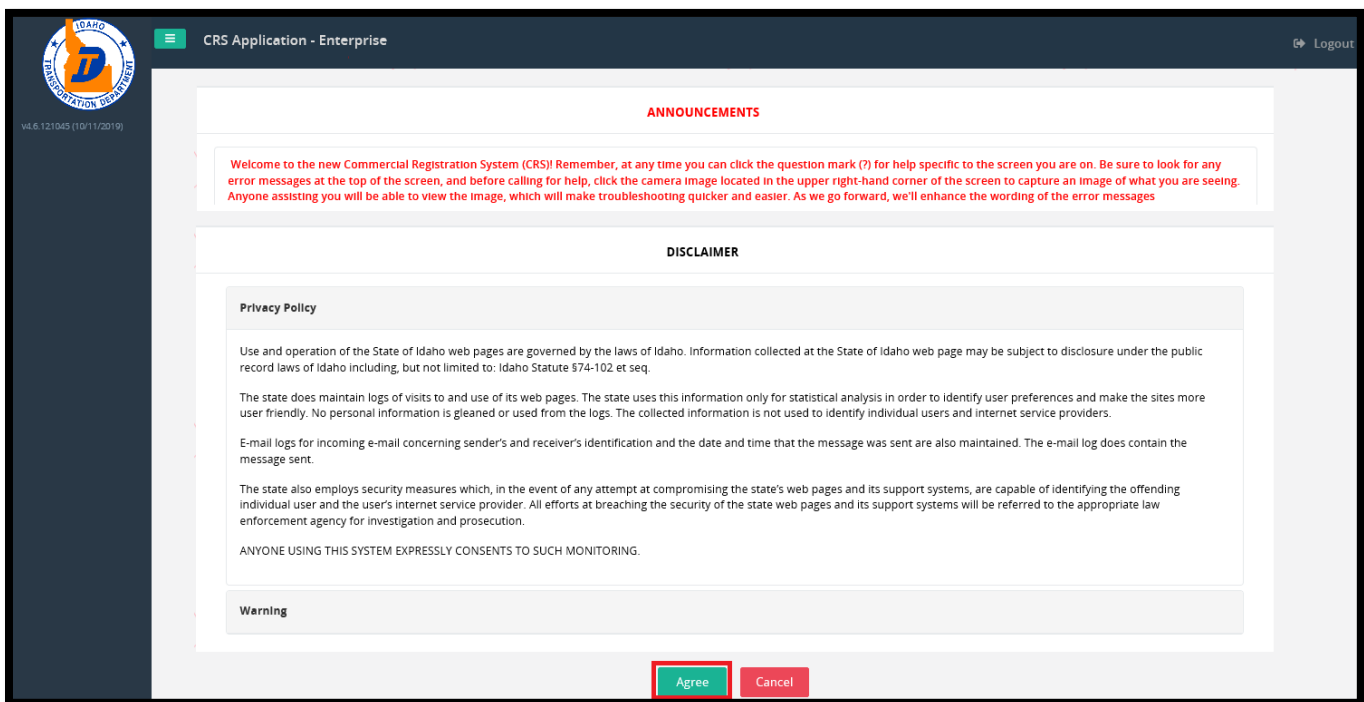
Password

First time user?  
Email ccs@id.idaho.gov with your Idaho Account number (if known), USDOT number (if known) and the name used for your commercial credentials. We will also need the name and email address of each individual who will have access to your account.

Log in

### 3) Announcements and Disclaimer Acknowledgement

- a) The Announcements area should be reviewed. Important system messages including system downtimes will be listed here.
- b) Each login requires the user to select the Disclaimer **Agree** button.



CRS Application - Enterprise

Logout

**ANNOUNCEMENTS**

Welcome to the new Commercial Registration System (CRS)! Remember, at any time you can click the question mark (?) for help specific to the screen you are on. Be sure to look for any error messages at the top of the screen, and before calling for help, click the camera image located in the upper right-hand corner of the screen to capture an image of what you are seeing. Anyone assisting you will be able to view the image, which will make troubleshooting quicker and easier. As we go forward, we'll enhance the wording of the error messages

**DISCLAIMER**

**Privacy Policy**

Use and operation of the State of Idaho web pages are governed by the laws of Idaho. Information collected at the State of Idaho web page may be subject to disclosure under the public record laws of Idaho including, but not limited to: Idaho Statute §74-102 et seq.

The state does maintain logs of visits to and use of its web pages. The state uses this information only for statistical analysis in order to identify user preferences and make the sites more user friendly. No personal information is gleaned or used from the logs. The collected information is not used to identify individual users and internet service providers.

E-mail logs for incoming e-mail concerning sender's and receiver's identification and the date and time that the message was sent are also maintained. The e-mail log does contain the message sent.

The state also employs security measures which, in the event of any attempt at compromising the state's web pages and its support systems, are capable of identifying the offending individual user and the user's internet service provider. All efforts at breaching the security of the state web pages and its support systems will be referred to the appropriate law enforcement agency for investigation and prosecution.

ANYONE USING THIS SYSTEM EXPRESSLY CONSENTS TO SUCH MONITORING.

**Warning**

Agree Cancel

## 4) Customer Dashboard

The Customer Dashboard opens. The dashboard displays company and fleet information, and pending transactions.

The screenshot shows the 'Customer Dashboard' for 'IDAHO SYSTEM INC'. The interface includes a sidebar with navigation options like 'Customer Dashboard', 'Services', 'Operations', and 'Support'. The main content area is divided into three sections: 'Customer Summary', 'IRP/Intrastate Summary', and 'Pending Transactions'.

**Customer Summary:** Displays company details for IDAHO SYSTEM INC. Account No. is 629628. Customer Status is ACTIVE. Contact information includes Email (EMAIL@EMAIL.COM), Phone No. (208 - 555 - 1212), and Cell Phone No. (3311 W STATE ST, BOISE, ADA, ID, 83703). The last update was on 10/22/2019 at 10:18:34 AM by user JSMITHERS.

**IRP/Intrastate Summary:** Shows Account No. 629628 and Old Account No. A table with columns: Fleet No., Fleet Type, Expiration Month / Year, DBA Name, Fleet Status, and Total Vehicles. The table is currently empty with the message 'No data available in table'.

**Pending Transactions:** A table with columns: Resume Service, Fleet Type, Account No., Legal Name, Trans Desc, Status, and Trans Date. The table is currently empty with the message 'No data available in table'.